



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

918 B

Dated, the

31/12/2025

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

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|---|--|---|---|---|---------------------------|---|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/650/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Bansidhar Seth, For Sri Ram Ch. Seth, At/Po-Karamtala, Via-Saintala, Dist-Bolangir | | Consumer No 912421130423 | Contact No. 9938842137 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Saintala | | Division Titilagarh Electrical Division, TPWODL, Titilagarh | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 19.12.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of- | <table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table> | | | | 1. Agreement/Termination | 2. Billing Disputes | √ | 3. Classification/Reclassification of Consumers | 4. Contract Demand / Connected Load | | 5. Disconnection / Reconnection of Supply | 6. Installation of Equipment & apparatus of Consumer | | 7. Interruptions | 8. Metering | | 9. New Connection | 10. Quality of Supply & GSOP | | 11. Security Deposit / Interest | 12. Shifting of Service Connection & equipments | | 13. Transfer of Consumer Ownership | 14. Voltage Fluctuations | | 15. Others (Specify) – | | |
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| 15. Others (Specify) – | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Section(s) of Electricity Act, 2003 involved | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | OERC Regulation(s) with Clauses | <table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table> | | | | 1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157 | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause | 3. OERC Conduct of Business) Regulations,2004; Clause | 4. Odisha Grid Code (OGC) Regulation,2006; Clause | 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause | 6. Others | | | | | | | | | | | | | | | | | | |
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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 19.12.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 31.12.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | | | | | | | | | | | | | | | | | | | | | | | |

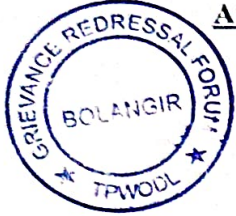
CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Karamtala



Appeared:

For the Complainant

For the Respondent

–Sri Bansidhar Seth

–Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Sri Rakesh Ku. Mishra, Jr. Accountant

Complaint Case No. BGR/650/2025

Sri Bansidhar Seth,
For Sri Ram Ch. Seth,
At/Po-Karamtala, Via-Saintala,
Dist-Bolangir
Con. No. 912421130423

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Saintala

OPPOSITE PARTY

ORDER

(Dt.31.12.2025)

During Camp Court hearing at Karamtala on 19th Dec. 2025, the representative of the consumer Shri Bansidhar Seth was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition was filed by the representative of the consumer Shri Bansidhar Seth who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bill raised from Dec-2018 to Jan.-2023. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Saintala section of Saintala Sub-division. The consumer represented that he has been served with average bills from Dec-2018 to Jan-2023 due to meter defective. For that, the total outstanding has been accumulated to ₹ 20,539.63p upto Nov-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2014. The billing dispute

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



raised by the complainant for the average billing from Dec-2018 to Jan-2023 was due to meter defective for that period. A new meter with sl. no. TPWODL1091360 has been installed on 16th Sep. 2022, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 05th Nov. 2014 and total outstanding upto Nov-2025 is ₹ 20,539.63p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, he has been served with average bills from Oct-2018 to Jan.-2023 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TPWODL1091360 on 16th Sep. 2022, thereafter actual billing has been done but due to delay in meter data updation, the meter no. has been reflected in Feb.-2023 for which a delay meter updation revision has been done in Mar-2023 with a credit of ₹ 3,300.34 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019 restricted to preceding two year.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years which violates CI-155 of OERC Distribution (Conditions of Supply) Code-2019 and also attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more proactive for replacement of defective meter within standard time as prescribed by Hon'ble OERC. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 15,096.81p is to be withdrawn from the arrear outstanding.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

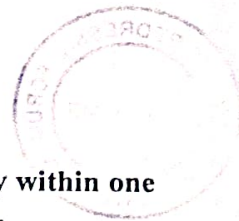
The OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 15,096.81p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

Case is disposed off accordingly.


CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Bansidhar Seth, At/Po-Karamtala, Via-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."